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Case Number: S2008000141

Release Date: 09/15/2020

Symptom/Vehicle Issue: Navigation Shows Incorrect Location

Discussion: Radio navigation may show vehicle in the wrong location or unable to start a navigation route. This could be caused by an internal radio concern. Check the radio Connectivity screen in Dealer mode to see if the ICCID number is missing. A missing ICCID number in the radio can cause navigational accuracy concerns.

Radio navigation shows wrong location, follow the steps below. Ensure vehicle is in an open environment to receive Cellar and Satellite connections.

1. Check for the ICCID and MSISDN numbers in the in Dealer Mode -> System Info -> Connectivity. If those ID's are blank, please replace the radio head unit. (Fig 1)

   For Dealer Mode, Press and hold the two lower corners of the radio display screen simultaneously until the "Dealer Mode" screen appears, approximately seven seconds, and then release the buttons.

 With ICCID and MSISDN numbers showing then continue diagnostics.

1. Verify the radio is receiving signals from satellites. In Navigation go to "Where Am I" screen then "GPS' and see how many satellites the radio is receiving. Also see Non-DTC Diagnostics / Audio/Video / Diagnosis and Testing/ Poor Or No GPS Reception.

2. Check software level and update to the latest available version. In Dealer Mode > System Information > Radio Part Information. (Fig 2)

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found

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NOTE: Before software reflash, verify MSISDN and ICCID numbers are showing. If those 2 fields are blank, do NOT proceed with the software reflash process, order a replacement.

Fig 1 ICCID and MSISDN
Info.

Fig 2 Radio Application

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

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